

INFORMATION TECHNOLOGY SPECIALIST 4

KIND OF WORK

Fourth-level professional work requiring advanced specialized information technology.

DEFINITIONS

Information Technology:

Information technology positions are those positions where the purpose of the job is planning, developing, operating, maintaining and evaluating information systems.

Impact and Complexity:

The effect, combination, and result of work elements.

Some Consideration Factors:

- ◆Consequence of Errors
- ◆System Availability
- ◆Scope
- ◆Customer Base
- ◆Real Time vs. Non-Real Time (service affecting vs. non-service affecting, on-line vs. off-line)
- ◆Management and Control
- ◆Mission Criticality
- ◆Depth
- ◆Protocols/Languages
- ◆Urgency
- ◆Data Connection/Interconnection
- ◆System Capacity/Speed
- ◆Tasks-Routine/Non-Routine

NATURE AND PURPOSE

Under limited supervision, employees at this level are either project managers for large, complex projects that involve a number of information technology professionals; or, technical specialists performing systems analysis, systems programming or network design on large, complex systems. Emphasis of these jobs involves overall system problems, needs, and new requirements, not maintenance of existing systems.

- ◆ **Know-How** -- Requires analyzing and effectively recommending new technologies and procedures. Employees are responsible for decisions and recommendations in circumstances where there are competing interests and multiple solutions from which to select; human relations; and conflict resolution and consensus building skills are critical in their work. Budget management may also be required.
- ◆ **Problem-solving** -- Work requires solving system-wide problems; setting policies and standards; and recommending new technologies to meet business needs for large, complex systems.
- ◆ **Accountability** -- Employees are accountable for systems results; may have financial accountability for project budgets; recommending large purchases for hardware or software; and may provide lead work for large systems.

Difference between “4” and lower level positions

Employees are either project managers for large, complex projects or technical specialists. Analyze and design systems, networks and applications. Make decisions on systems configuration and types of technology. Employees are more involved in assessing and introducing new technology than those at the lower level. Employees at this level must understand ramifications and consequences of problems and motivate other specialists to collaborate on solutions and integrating system components.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Prepares and conducts presentations on the proposed systems solution and implementation plan.

Develops time and costs estimates and project plans, ensuring the scope represents a manageable sized project.

Performs problem identification and requirements definition and acquires thorough conceptual understanding of the system and user organization.

Performs on-going review of operational systems to ensure that objectives continue to be met and to improve operational effectiveness.

Recommends system controls and security measures.

Administers departmental project schedules and cost controls.

May direct the analysis of departmental problems and participate in the development of interdepartmental systems.

Remains cognizant of outside influences, particularly state and federal legislation, which may require modification of existing and planned systems.

Allocation Factors/Differentiating Work Behaviors

Critical allocation criteria will include one or more of the work behaviors:

- ◆ Project management over large, complex projects.
- ◆ Primary area of responsibility is large scale network solutions and introducing new technologies, rather than administering single local area networks.

- ◆ Introducing and incorporating new technology into networks, systems software, database, programming and planning.
- ◆ Leads a team in the implementation and design of major development projects; designs application (or approves design); sets budgets; oversees work of project team.
- ◆ Coordinates policies and standards development for large, complex systems.
- ◆ Administers complex relational databases on one or more platforms.
- ◆ Develop access security and disaster recovery plans.
- ◆ Provides lead work in systems administration.
- ◆ Develop and direct network naming protocols.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED (in addition to those required at the lower level classes)

Knowledge of:

Project management principles and practices sufficient to determine program direction, plan work and set goals, monitor and evaluate accomplishments.

Thorough knowledge of the methods and techniques of system analysis and design.

Considerable knowledge of the departments' policies, procedures, programs and business goals.

Ability to:

Plan, lead and schedule major systems efforts and provide work direction and guidance to others.

Plan and coordinate a management information system.

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Class Specification

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Work on multiple projects and move between PC and mainframe platforms based on changing priorities.

Est.: 10/96

Rev.: 04/03

T.C.:

Former Title(s): 000889 Systems Analyst Senior

000186 Systems Programmer

003326 Revenue Information Systems Specialist 1

003199 Transportation Information Architecture Specialist

003520 Intertech Network Designer